

HUMAN RESOURCES



2012
NORTH CAROLINA
— PUBLIC LIBRARY —
STANDARDS

HUMAN RESOURCES

Public Value

To deliver valued programs and services through competent staff that understand community needs and are committed to high-quality customer service.

STAFF

BENCHMARK: Qualified and well-trained staff are available during all library service hours.

- Provide paid staff during all hours the library is open.
- Ensure the library has sufficient staff under professional supervision to provide a safe library facility and quality library service.
- Ensure library staff have the necessary knowledge and skills to provide library services.

OUTCOME: Community members receive accurate, dependable, reliable and timely service.

DIVERSITY

BENCHMARK: Library staff are representative of the community.

- Recruit and select staff with community demographics in mind.
- Include diversity training in staff development plan.

OUTCOME: All community members feel welcome in the library.

Management

To ensure efficient operation, proper maintenance, and timely implementation of needed improvements for all library spaces.

POLICIES

BENCHMARK: Library personnel policies ensure staff members are treated fairly and equitably.

- Have written personnel policies related to effective personnel management that are correlated with policies of the governing body.
- Use written job descriptions both to hire and to conduct annual performance evaluations.
- Have a written plan for recognizing outstanding effort and achievement by library staff.

OUTCOME: Community members receive consistent, high quality, and sustainable library services.

STAFFING

BENCHMARK: Library is staffed with an appropriate number of professional librarians and other trained individuals to provide specialized services and support technology use.

- Employ professional librarians to oversee programs and services for children and teens.
- Employ professional librarians to oversee specialized programs and services for adults.
- Employ sufficient information technology services personnel to assess, develop/design, administer, and maintain technologies needed and used by the library.
- Designate a staff member to coordinate public relations activities within the library and between the library and other local agencies.

OUTCOME: Community benefits from programs and services that meet the needs and interests of all its members.

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Management

To ensure efficient operation, proper maintenance, and timely implementation of needed improvements for all library spaces.

STAFF DEVELOPMENT

BENCHMARK: Library employees have the information and skills they need to do their jobs well.

- Implement a written staff development plan.
- Provide technology tools and resources in support of professional development and/or continuing education of library staff.
- Support staff participation in continuing education programs and self-education.
- Support staff participation in state and national professional associations.

OUTCOME: Community benefits from programs and services delivered by well-trained, competent staff.

COMPENSATION

BENCHMARK: Library staff compensation is regionally competitive.

- Offer pay plans and benefits comparable to those of county, municipal, school, academic and private workers in the community.

OUTCOME: Community is served by a quality staff that is fairly compensated.

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Community Engagement

To develop strong community connections through ongoing staff involvement with local organizations and through volunteer-enhanced programs and services.

VOLUNTEERS

BENCHMARK: Library policy encourages volunteers as appropriate.

- Develop policies and procedures describing how volunteers, academic interns, and other non-employees contribute to the library.

OUTCOME: Community members enjoy volunteer-enhanced library services and volunteers actively contribute to an essential community resource.

CIVIC ENGAGEMENT

BENCHMARK: Library staff build “social capital” through civic engagement.

- Support staff participation as both active members and leaders of community organizations and groups, as outlined in a staff development plan.

OUTCOME: Community benefits from strong collaborations among local organizations.